WILSON RESEARCH STRATEGIES, INC. 1319 Classen Drive Oklahoma City, OK 73103 405.286.6500

WRS ID: 11-207

NOCC_CITIZEN SATISFACTION SURVEY_MQ_110223

NOCC- ADULT						
FEBRL	JARY 2:	1-22, 2011				
SAMPI						
n=607	Adults	s (n=76 per district) K ALL QUESTIONS/NOTE DIFFERENCES IN QUESTION BY SAMPLE S	CDECIEICATION]		
NO CO	DE/AS	K ALL QUESTIONS/ NOTE DIFFERENCES IN QUESTION BY SAMPLES	SPECIFICATION			
nation New O	al publ rleans t be ide	ON: Good evening. My name is and I'm calling from ic opinion firm. This evening we're conducting a short scientific sur and we'd like to get your opinions. All of your responses will remai entified by name or by telephone number in any reports of this info	rvey about issu n complet <u>ely c</u>	es facin onfident	g the City ial and yo	
1.		are you or any member of your immediate family, such as your on	auga naranta	or obild	**************************************	no h o r
1.		are you or any member of your immediate family, such as your spenews media, or a Public Relations company, a police officer, ns?				
	IF YES	S, ASK;				
	Are yo	ou an employee of the City of New Orleans?				
	1.	Yes, not New Orleans employee				
	2. 3.	Yes, New Orleans employee No/All other				
2.	And in	n what year were you born? TERMINATE IF UNDER 18, RECODE IN	TO AGE CATEG	ORIES		
			<u>'09</u>	<u>'10</u>	<u>'11</u>	
	1.	Under 18 ask for member of household over 18	0%	0%	0%	
	2.	18-24	18%	18%	18%	
	3.	25-34	12%	10%	13%	
	4.	35-44	18%	20%	17%	
	5.	45-54	18%	15%	15%	
	6.	55-64	18%	21%	21%	
	7.	65-74	7%	8%	11%	
	8.	75+	9%	8%	5%	
	9.	DK / Refused	0%	0%	0%	
3.	And h	ave you ever been convicted of a felony or been imprisoned for co	mmitting a felo	ny?		
	1.	Yes	TERMINIATE			
	1. 2.	No/All other				



4. In your opinion, what is the most important issue facing your neighborhood today?

SEE VERBATIM RESPONSES

5. Now, thinking about the police department here in New Orleans, would you say that you are satisfied or unsatisfied with the New Orleans Police Department overall?

IF SATISFIED/UNSATISFIED, ASK:

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

	TOTAL SATISFIED TOTAL UNSATISFIED	<u>'09</u> 33% 60%	<u>'10</u> 50% 42%	<u>'11</u> 60% 34%
1.	Very Satisfied	9%	16%	18%
2.	Somewhat Satisfied	24%	34%	42%
3.	Neither Satisfied nor Unsatisfied DNR	5%	4%	6%
4.	Somewhat Unsatisfied	28%	15%	14%
5.	Very Unsatisfied	32%	27%	20%
6.	Don't Know/Refused DNR	2%	3%	<1%

Next I am going to read you some specific aspects of the New Orleans Police Department's job. For each one please tell me whether you are satisfied or unsatisfied with the New Orleans Police Department in that area.

IF SATISFIED/UNSATISFIED, ASK:

And, would you say are VERY (satisfied/unsatisfied) or just SOMEWHAT?

The (first/next) one is...RANDOMIZE

	139 Hext) one 13 <u> WWW 54W122</u>	41.1	Total Sat 47%	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat 45%	DK/ Ref DNR 6.
6.	Efforts to address violent	<u>'11</u> <u>'10</u>	40%	14%	26%	4%	19%	34%	45% 52%	2% 4%
	crime	<u>'09</u>	33%	7%	26%	2%	26%	37%	63%	1%
7.	Efforts to address crimes	<u>'11</u>	56%	15%	41%	7%	16%	17%	33%	4%
/·	against property, like	<u>'10</u>	51%	17%	34%	8%	14%	24%	38%	3%
	homes and businesses.	<u>'09</u>	39%	7%	32%	3%	25%	30%	56%	3%
		<u>'11</u>	31%	9%	23%	5%	20%	40%	61%	3%
8.	Getting drugs off the streets	<u>'10</u>	27%	9%	18%	6%	16%	47%	63%	5%
		<u>'09</u>	19%	5%	14%	3%	20%	55%	75%	3%
		44.4	000/	0.40/	200/	F0/	450/	4.00/	040/	00/
		<u>'11</u>	62%	24%	38%	5% - 20	15%	16%	31%	2%
9.	Enforcing traffic laws	<u>'10</u>	56%	22%	34%	7%	13%	21%	34%	3%
		<u>'09</u>	55%	18%	38%	7%	15%	20%	35%	3%



				Very	Smwt	Neither Sat nor Unsat	Smwt	Very		DK/ Ref
			Total Sat	Sat 1.	Sat 2.	DNR 3.	Unsat 4.	Unsat 5.	Total Unsat	DNR 6.
10.	Cooperating with the	<u>'11</u>	65%	22%	43%	4%	13%	14%	28%	3%
	public to address their	<u>'10</u>	50%	19%	31%	7%	14%	26%	40%	3%
	concerns	<u>'09</u>	41%	10%	31%	5%	25%	27%	52%	2%
11.	The honesty and integrity	<u>'11</u>	45%	12%	33%	7%	24%	22%	46%	2%
	of New Orleans Police	<u>'10</u>	37%	12%	25%	8%	17%	34%	51 %	3%
	officers	<u>'09</u>	40%	7%	33%	6%	24%	25%	49%	5%
12.	The professionalism of	<u>'11</u>	56%	18%	38%	7%	20%	16%	36%	1%
	New Orleans Police	<u>'10</u>	48%	18%	30%	6%	16%	26%	42%	3%
	officers	<u>'09</u>	49%	10%	39%	5%	22%	21%	44%	3%
13.	The general attitude and	<u>'11</u>	58%	17%	41%	6%	16%	17%	33%	3%
	behavior of officers toward	<u>'10</u>	45%	15%	30%	8%	15%	29%	44%	3%
	citizens	<u>'09</u>	50%	11%	38%	6%	21%	20%	41%	3%
14.	The overall competence of	<u>'11</u>	54%	14%	40%	6%	22%	17%	39%	1%
	the New Orleans Police	<u>'10</u>	46%	15%	32%	5%	17%	28%	46%	3%
	Department	<u>'09</u>	43%	8%	34%	5%	30%	19%	49%	3%

Please tell me if you agree or disagree with each of the following statements:

IF AGREE/DISAGREE, ASK:
And, would you say STRONGLY (agree/disagree) or just SOMEWHAT?

The (first/next) one is...RANDOMIZE

			Total Agree	Strongly Agree 1.	Somewhat Agree 2.	Neither Agree / Disagree DNR 3.	Somewhat Disagree 4.	Strongly Disagree 5.	Total Disagree	DK/ Ref DNR 6.
4 =		<u>'11</u>	74%	37%	37%	1%	12%	12%	25%	<1%
15.	I feel safe in my own neighborhood	<u>'10</u>	76%	49%	27%	1%	8%	15%	23%	<1%
	neignbornood	<u>'09</u>	69%	31%	38%	2%	15%	14%	29%	0%
16.	I feel safe visiting other	<u>'11</u>	45%	14%	31%	6%	21%	26%	48%	1%
	areas in New Orleans, outside of my own	<u>'10</u>	44%	20%	24%	6%	19%	28%	47%	3%
	neighborhood	<u>'09</u>	34%	6%	28%	7%	29%	29%	58%	1%



ASK SAMPLE A:

IF AGREE/DISAGREE ON Q15, Q15:1-2, 4-5, ASK:

17...A What are some of the reasons you (feel safe/do not feel safe) in your neighborhood?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES

ASK SAMPLE B:

IF AGREE/DISAGREE ON Q16, Q16:1-2, 4-5, ASK:

17.B What are some of the reasons you (feel safe/do not feel safe) visiting other areas of New Orleans outside of your own neighborhood?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES

18. Have you or any member of your household been the victim of a crime during the past twelve months?

		<u>.09</u>	<u>'10</u>	<u>.11</u>
1.	Yes	14%	12%	11%
2.	No	86%	87%	89%
3.	Don't Know/Refused DNR	<1%	<1%	0%

IF Q18:1 ASK:

n=66

19. Please tell me, specifically, what the crime was. VERBATIM RESPONSES CODED BELOW

	TOTAL VIOLENT CRIME TOTAL PROPERTY CRIME	<u>'10</u> 19% 69%	<u>'11</u> 17% 66%
1.	Rape / Sexual assault	0%	1%
2.	Robbery	12%	11%
3.	Aggravated assault	1%	6%
4.	Simple assault	6%	9%
5.	Burglary	14%	11%
6.	Motor vehicle theft	23%	22%
7.	Theft / Larceny	29%	22%
8.	Vandalism	3%	11%
9.	All other crime (specify)	5%	5%
10.	DK/ Refused DNR	6%	3%



IF Q18:1 ASK:

1=74

20. Did the crime occur in New Orleans or Orleans Parish or somewhere else?

		<u>'10</u>	<u>'11</u>
1.	New Orleans / Orleans Parish	100%	87%
2.	Somewhere else	0%	13%
3.	DK/ Refused DNR	0%	0%

IF CRIME OCCURRED IN NEW ORLEANS / ORLEANS PARISH, Q20:1, ASK:

21. And did you report the crime to the New Orleans Police Department?

		<u>10</u>	<u> </u>
1.	Yes	79%	82%
2.	No	20%	15%
3.	Don't Know/Refused DNR	2%	0%

22. Have you had any contact with officers of the New Orleans Police Department in the past 12 months?

		<u>'09</u>	<u>'10</u>	<u>'11</u>
1.	Yes	43%	41%	39%
2.	No	57%	59%	60%
3.	Don't Know/Refused DNR	<1%	<1%	<1%

IF 022:1, ASK

23. Was this contact initiated by you or by the police officer?

		<u>'09</u>	<u>'10</u>	<u>'11</u>
1.	Respondent	55%	54%	52%
2.	Police officer	26%	25%	27%
3.	Both DNR	9%	14%	12%
4.	Neither DNR	9%	6%	5%
5.	Don't Know/Refused DNR	2%	1%	3%

24. Have you called or visited any New Orleans City Police Station in the past 12 months?

		<u>.09</u>	<u>'10</u>	<u>'11</u>
1.	Yes	22%	21%	17%
2.	No	78%	79%	83%
3.	Don't Know/Refused DNR	<1%	0%	<1%



IF YES ON Q23, 24, OR 28, READ INTRO AND THEN ASK Q29-31 AS APPROPRIATE

Now, thinking some more about the contact you have had with the New Orleans police department recently, I am going to read you each of the ways you said you have been in contact with the department one at a time. For each one I would like you to tell me about the attitude and courtesy of the New Orleans police Department employee you had contact with.

As I read each one, please tell me if you recall that New Orleans police department employee as being pleasant and courteous or rude and unpleasant.

IF PLEASANT/UNPLEASANT, ASK:

And would you say that person was VERY (pleasant and courteous/rude and unpleasant) or just SOMEWHAT?

The (first/next) one is...RANDOMIZE

			Total Pleasant	Very Pleasant 1.	Somewhat Pleasant 2.	Neither /Neutral DNR 3.	Somewhat Unpleasant 4.	Very Unpleasant 5.	Total Unpleasant	DK/ Ref DNR 6.
IF Q18 OR 22:1, ASK 25. Officers of the New		<u>'11</u>	77%	44%	32%	4%	7%	8%	15%	4%
20.	Orleans Police Department you met	<u>'10</u>	75%	52%	24%	6%	6%	9%	15%	3%
	outside of a police station	<u>'09</u>	53%	27%	26%	15%	9%	16%	25%	7%
	1:1, ASK	<u>'11</u>	71%	38%	33%	5%	6%	7%	13%	11%
26.	Employees at New Orleans Police	<u>'10</u>	51%	28%	23%	20%	8%	12%	20%	8%
	Stations	<u>'09</u>	77%	41%	36%	8%	9%	2%	11%	4%

ROTATE 027-28

27. Now, thinking some more about one of the areas we just talked about, getting drugs off the street. I am going to read you two things some people say about this issue and I'd like you to tell me which you agree with more...ROTATE

(Some/Other) people say drugs on our streets are primarily a police-enforcement problem and it is up to the New Orleans Police Department to do more to combat them with things like more patrols, arrests and drug seizures.

...while...

(Some/Other) people say drugs in our neighborhoods are a social problem and that while the police have a role to play in stopping drugs, we will need changes in everything from schools to the courts to federal antidrug programs in order to really get drugs off our streets.

1.	Police Enforcement Problem	14%
2.	Neither DNR	3%
3.	Both DNR	13%
4.	DK/Refused DNR	2%
5.	Societal Problem	68%



28. Now, thinking some more about one of the areas we just talked about, reducing the murder rate. I am going to read you two things some people say about this issue and I'd like you to tell me which you agree with more...ROTATE

(Some/Other) people say that reducing the number of murders is primarily a police-enforcement problem.

...while...

(Some/Other) people say the number of murders is a social problem and that while the police have a role to play in stopping murderers, we will need changes in areas such as families, schools, and neighborhoods in order to really reduce the number of murders.

1.	Police Enforcement Problem	7%
2.	Neither DNR	2%
3.	Both DNR	11%
4.	DK/Refused DNR	2%
5.	Societal Problem	77%

29. Now, I'd like to ask one question that is very important and your answer will be taken very seriously...What is the one thing you would suggest the New Orleans Police Department do to better serve you and the public?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES

30. As you may know, some people say that New Orleans has a problem with its murder rate. What suggestions do you have for the New Orleans Police Department that would help combat murders in New Orleans?

PROBE: What else can you tell me about that?

RECORD VERBATIM RESPONSES

Now, just a few more questions for statistical purposes:

31. What is the highest level of formal education you have completed?

1.	Less than high school graduate	6%
2.	High school graduate	16%
3.	Some College	20%
4.	College graduate	29%
5.	Post graduate	27%
6.	DK/Refused DNR	1%



32.	What is	s your race?	
	1.	White	31%
	2.	Hispanic, Mexican, Latino, Spanish	4%
	3.	African-American	60%
	4.	Asian	<1%
	5.	Other (specify)	2%
	6.	Refused DNR	3%
33.	How Io	ng have you been a resident of New Orleans?	
	1.	Less than 1 year	1%
	2.	1 to 4 years	3%
	3.	5 to 9 years	4%
	4.	10 to 15 years	6%
	5.	More than 15 years	85%
	6.	DK/ Refused DNR	2%
34.	Do you	own or manage a business in New Orleans?	IF YES SPECIFY OWN/MANAGE
34.	Do you	own or manage a business in New Orleans? Yes, own	IF YES SPECIFY OWN/MANAGE 13%
34.			
34.	1.	Yes, own	13%
34.	1. 2.	Yes, own Yes, manage	13% 4%
34. 35.	1. 2. 3. 4.	Yes, own Yes, manage DK / Refused DNR	13% 4% 3%
	1. 2. 3. 4.	Yes, own Yes, manage DK / Refused DNR No	13% 4% 3%
	1. 2. 3. 4. Sex:	Yes, own Yes, manage DK / Refused DNR No	13% 4% 3% 80%
	1. 2. 3. 4. Sex: E	Yes, own Yes, manage DK / Refused DNR No BY OBSERVATION Male	13% 4% 3% 80%

District 2

District 3

District 4

District 5

District 6

District 7

District 8

2.

3.

4.

5.

6.

7.

8.

12%

12%

13%

13%

12%

13%

12%